TA 19-01: CalTABS Billing System Upgrade

ISSUE DATE:	**April 12, 2019**
ATTENTION:	**All Customers**
ACTION REQUESTED:	**None – Information Only**
EFFECTIVE DATE:	**July 1, 2019**

Introduction:

The California Department of Technology (CDT) is upgrading CalTABS, our billing system. CalTABS allows customers to view monthly invoices and detailed billing reports. The existing product has reached end-of-life and is being replaced with a new, online system that will provide the same functionality and enhanced capabilities, with minimal changes to the user interface.

Overview:

CalTABS II will provide the following functionality:

- Secure web access to view and download billing invoices and reports in PDF or Microsoft Excel formats
- Self-service password resets
- Report filtering of datasets to create custom reports
- Access to historical published reports for the previous five years

Impact:

All CDT customers who use CalTABS to view their monthly CDT invoices will be migrated to the new system on July 1, 2019. The existing CalTABS URL will remain the same. Customers will retain their existing user IDs and passwords. The first time accessing the new system, users will be prompted to change their password to comply with security standards.

Timeframe:

CalTABS II will be released July 1, with invoices published in mid-August 2019.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the Account Lead Directory, or call Customer Engagement Services at (916) 431-5390.